



**Wilkinsburg - Penn Joint Water Authority**

2200 Robinson Boulevard • Pittsburgh, Pennsylvania 15221-1193

Tel: (412) 243-6200 Fax: (412) 243-6210

March 8, 2021

Stephanie Schwoegl  
Chalfant Borough  
144 Lynwood Ave.  
East Pittsburgh, PA 15112

IN RE: Ending of Covid-19 Moratorium

Dear Stephanie Schwoegl,

As you may be aware, on March 16, 2020, due to Covid-19, The Wilkinsburg-Penn Joint Water Authority instituted a moratorium to cease disruption in water service due to nonpayment. This letter is being sent to you to keep you informed that The Wilkinsburg-Penn Joint Water Authority will be lifting the moratorium on delinquent shut offs on March 31, 2021.

For your convenience, I have attached a copy of the notices that will be sent to our customers to encourage those who have fallen behind on their water bills to take advantage of our Covid-19 Payment Plan offer.

For more information or if you should receive any inquiries, please visit our web site at [www.wpjwa.com](http://www.wpjwa.com).

Sincerely,

Nick Bianchi  
Executive Director

Cc: WPJWA Board of Directors

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EXECUTIVE DIRECTOR  
**NICK BIANCHI**

## -NOTICE TO OUR WPJWA CUSTOMERS-

WE ARE HERE FOR YOU AND REMAIN COMMITTED TO MEETING OUR CUSTOMER'S NEEDS DURING THIS CRITICAL TIME.

Our lobby and **after-hours** drive-thru window continue to be closed to the public. If you are signing for service, you must call our office at 412-243-6200 between the hours of 8:00 a.m. and 4:30 p.m. Monday through Friday. We are temporarily accepting all necessary paperwork via email, fax, mail or drop-box next to our drive-thru window.

On March 16, 2020, a moratorium was enacted to cease disruption of water service due to nonpayment. Please be advised that this moratorium will be lifted on **March 31, 2021**. Effective April 1, 2021, we will resume charging \$6.00 late notice fees (aka pink and yellow notices), \$8.00 certified notice fees and \$15.00 posting fees for any past due bills.

While most customers are not affected by this decision, we understand some of our customers have been financially impacted by the Covid-19 pandemic and have fallen behind on their water bill. Therefore, all accounts with a past due balance in April will receive a final (pink) notice by mail with your TOTAL ACCOUNT BALANCE (TAB) along with a COVID-19 PAYMENT PLAN OFFER.

For your convenience payments can be made at the drive-thru window Monday through Friday between 8:00 a.m. and 4:15 p.m., our website at [www.wpjwa.com](http://www.wpjwa.com), Pay by Phone 1-844-303-0917, by mail at 2200 Robinson Blvd, Pittsburgh PA 15221 or simply drop payment off in our drop-box 24 hours a day. To ensure that payments are applied to your Covid-19 Payment Plan, payment plan coupons can be found on our website.

### *Frequently Asked Questions:*

1. What does TAB mean? **Total Account Balance.**
2. Who will qualify for this Covid-19 Payment Plan Offer? **Anyone who receives a final (pink) notice in April of 2021 with a TAB of \$100 or more.**
3. Are there any fees and how much money will I have to put down to get on the Covid-19 Payment Plan Offer? **There are no payment plan fees and no money down is required.**
4. When must you apply for this offer? **Applications must be filled out, signed and in our office by the shut off date printed on the April final (pink) notice that is accompanied by the Covid-19 Payment Plan Offer.**
5. If I miss the shut off date filing date, can I still apply? **No. Once the shut off date has passed, the full amount of the TAB will need to be paid.**
6. Will this offer be in effect for all payment plans in the future? **No. This is a one-time offer only for bills issued through March 31, 2021.**
7. What happens if a Covid-19 Payment Plan payment is not paid by the due date? **The full amount balance of the payment plan must be paid in full or the shut off process will begin.**
8. Will I continue to get late notices? **Yes, if you are delinquent on any bill not covered by this Payment Plan or if you fail to make a timely payment on this Payment Plan.**



## *Covid-19 Payment Plan Offer*

Please be aware that the moratorium on water shut offs is being lifted as of March 31, 2021. This will be your final notice. If you are unable to pay the balance in full, please take advantage of our ***Covid-19 Payment Plan Offer***. Using your **TOTAL Account Balance (TAB)** found on your enclosed final (pink) notice, and the Payment Schedule Chart below, find the schedule that fits your account. Use the chart to fill out the enclosed ***Covid-19 Payment Plan Agreement***. To ensure that payments are applied to your Covid-19 Payment Plan, payment plan coupons can be found on our website ([www.wpjwa.com](http://www.wpjwa.com)). *Note: All bills following this agreement are not part of this offer and can result in water service termination if unpaid.*

- To take advantage of this LIMITED TIME OFFER, fill out, sign, and date the enclosed Covid-19 Payment Plan Agreement and return it to our office by the shut off date on the enclosed pink notice.
- Your Payment Plan Agreement start date is based on the Contract Signed Date. If you sign the Payment Plan on April 20 then your first payment is due May 20.
- Use the table below to fill out the enclosed Covid-19 Payment Plan Agreement.

### *Advantages to Covid-19 Payment Plan Offer*

No money down  
 Extended time to pay  
 WPJWA is waving the \$5 payment plan fee  
 Open to TOTAL account balances as low as \$100  
 Additional 7 days have been applied to the termination date

*Payment Schedule Chart based on your Total Account Balance (TAB)*

TAB (Total Account Balance)	30 days (1 month)	60 days (2 months)	90 days (3 months)	120 days (4 months)	150 days (5 months)	180 days (6 months)
\$100-\$200	1/2 TAB	Balance due				
\$200.01-\$350	1/3 TAB	1/3 TAB	Balance due			
\$350.01-\$500	1/4 TAB	1/4 TAB	1/4 TAB	Balance due		
\$500.01-\$1000	1/6 TAB	1/6 TAB	1/6 TAB	1/6 TAB	1/6 TAB	Balance due
\$1,000.01 & above	Call Customer Service					

Payment amounts are based on your TAB (Total Account Balance) and contract signature date.  
 **For example, a contract signed on April 20<sup>th</sup> for \$275 would follow the payment schedule below.**

TAB (Total Account Balance)	30 days (May 20)	60 days (June 20)	90 days (July 20)	120 days	150 days	180 days
\$175	\$87.50	\$87.50				
<input type="checkbox"/> <b>\$275</b>	<b>\$91.67</b>	<b>\$91.67</b>	<b>\$91.66</b>			
\$375	\$93.75	\$93.75	\$93.75	\$93.75		
\$475	\$118.75	\$118.75	\$118.75	\$118.75		
\$1,000	\$166.67	\$166.67	\$166.67	\$166.67	\$166.67	\$166.65

If you have any questions, please contact our customer service department at 412-243-6200.